BeoCom 2

Guide

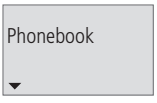
Before you start...

Get started *Guide*

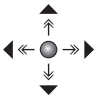
Get started contains instructions in how to set up the BeoCom 2 for use with a BeoLine ISDN, BeoLine PSTN, or BeoCom 6000 base. The Guide contains instructions in daily use of BeoCom 2.

What are ISDN and PSTN?
ISDN and PSTN are two telephone line networks. PSTN (Public Switched Telephone Network) is the most common network. ISDN (Integrated Services Digital Network) allows you to give separate handsets their own telephone numbers, and gives you access to a variety of services, such as Call Forwarding. BeoCom 2 is compatible with both PSTN and ISDN.

An explanation of symbols in the guides:



Display
> Up or down arrows on the display indicate that there is more information available. This information can be accessed by moving the **Track point** in the direction of the arrow.



Track point
> The **Track point** is your cursor for operating the functions shown on the display. The operation sequences indicate in which direction(s) to move the **Track point**.

OK

Keys
> The operation sequences show the keys you have to press.

Where sequences are solely repetitions, the Track point and keys are only shown once.

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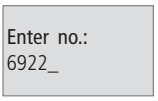
Make and answer calls

The ◑ button on the BeoCom 2 is used to start and end a call. During the call the phone displays the duration of the call and the number or name of the person called. In addition, the ● symbol is shown in the top right-hand corner of the display.

0 – 9

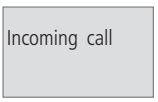


◑

Make and end calls...

> Enter the phone number using the number keys. If you make a mistake, use the **C** key to delete the digits one by one in reverse order.
> Press ◑ to make a call. It is also possible to press ◑ first and then enter the phone number.
> When your conversation is over, press ◑ to end the call, or…
> place the handset in the charger.

You can press ◑ to make a call whenever a number or name appears in the display. You can also press OK twice after entering a number to make a call.



◑

Answer a call...

> Press ◑, wait for a beep and then answer the call.

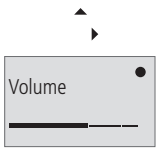
You can set the phone to auto offhook, which means that you can answer a call by lifting the handset from the charger. Refer to page 28.

Adjust volume and the microphone

During a call, you can adjust the volume level using the Track point. You can also switch off the microphone if you do not wish the person on the phone to overhear a conversation you are having with a person in the room.

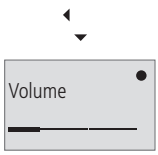
Turn up the handset volume...

> Push the **Track point** up or to the right to turn up the volume.



Turn down the handset volume...

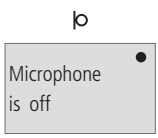
> Push the **Track point** down or to the left to turn down the volume.



A new call will start at the volume you last used.

Turn the microphone on or off...

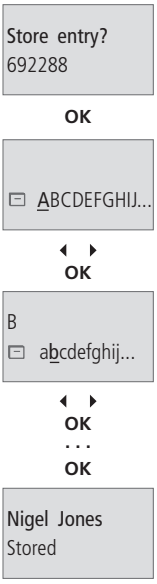
> Press to turn off the microphone.
> Press to turn on the microphone again.



If the microphone has been turned off, you will hear a signal from the handset.

Store entries in the Phonebook

After a call, you will be asked whether you want to store the number in the Phonebook, if it is not already there. You can also enter a name with the number.



Store a name and number after a call...

> Once the call has ended, press **OK** to save the number and enter a name.
> Use the **Track point** to select a letter from the list on the display.
> Press **OK** to store the selected letter. The list of letters will now change to small letters.
> Finish typing the name…
> Push the **Track point** to the left or the right to select ⊏.
> Press **OK** to store the name and number in the Phonebook.

Edit when entering a name...

In the list of letters, the gap in the list indicates a space, such as the space between first and last names, and ⊏ is the store symbol.

– Press **OK** to store the selected letter.
– Press **C** to delete the letter or symbol last selected.
– You can cancel entering a name by holding down the **C** key.

Enter a new number and name

The Phonebook allows you to store around 200 numbers and names. Store a number and name immediately after a call, as described on page 6, or start by entering the number you wish to store and then adding a name. A number may contain up to 48 digits and the accompanying name up to 16 characters.

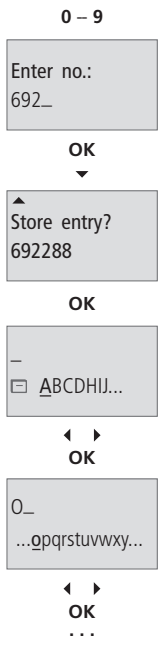
Enter a number and name...

> Enter the phone number.
> Press **OK** to store it.
> Push the **Track point** down to switch from 'Call?' to 'Store entry?'
> Press **OK** to bring up the list of letters.
> Push the **Track point** to the left or to the right to select the letters for the name.
> Press **OK** to store the selected letter.
> Once you have entered the name, use the **Track point** to move to ⊏ on the letters line.
> Press **OK** to store the name and number.

To make Phonebook entries easier to find

– When entering couples' names, put first names in alphabetical order;
– When entering names of colleagues, put the company name first;
– When entering the names of childrens' friends, start with the child's first initial.

The maximum number of entries in the Phonebook depends on the length of the numbers you enter.



Search the Phonebook and make a call

Use the Track point to search the Phonebook. You can either search through all names and numbers, or search by the first letter.

Search the Phonebook and make a call...

> Push the **Track point** down until 'Phonebook' appears on the display.
> Press **OK** to access the Phonebook. Only the relevant first letters are shown, i.e. the letters under which names have been stored.
> Push the **Track point** down to search through all the names in the Phonebook – the names are listed in alphabetical order.
> Push the **Track point** to the right when a name is displayed to view the accompanying phone number. Push the **Track point** to the left to return to the name.
> Press **OK** to select the name – 'Call?' is shown.
> Press **OK** to make the call.

Search alphabetically...

> Push the **Track point** down until 'Phonebook' appears on the display.
> Press **OK** to access the Phonebook.
> Push the **Track point** to the left or the right to select the first letter.
> Press **OK** to search through names with the first letter you selected.
> Push the **Track point** down to search through the names.
> Press **OK** to select the name.
> Press **OK** to make the call.

When the display shows the time or 'Information', you can access the Phonebook simply by pushing the Track point to the right.

During a call you can access the Phonebook by pressing OK, which then allows you to search, edit or delete any of the entries in the Phonebook.

Edit the Phonebook

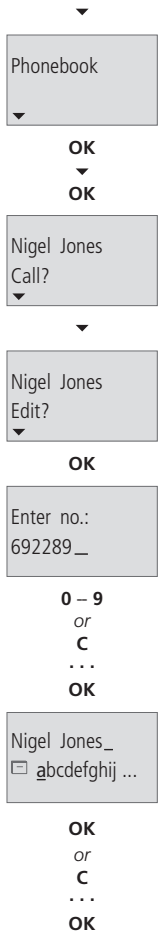
You can edit a number or name by deleting digits or characters and entering new ones with the keypad and the Track point.

Change a number...

> Push the **Track point** down until 'Phonebook' appears on the display.
> Press **OK** to access the Phonebook.
> Push the **Track point** down to search through all the names in the Phonebook.
> Press **OK** to select the name. 'Call?' is displayed.
> Push the **Track point** down to select 'Edit?'.
> Press **OK**.
> Use the number keys **0–9**, and ⌗, ✳ to change the number – use the **Track point** to move the cursor within the number and press **C** to delete individual digits.
> Press **OK** to store the changed number – the list of letters will now be displayed instead of the number.

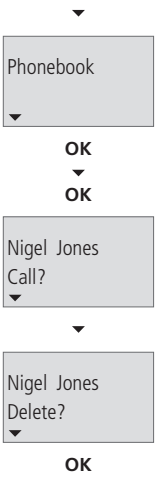
Change a name...

> Press **C** to delete letters in the name.
> Push the **Track point** to the left or right to select letters in the name.
> Press **OK** to add the letter.
> Finish editing the name.
> Push the **Track point** to the left or the right to select ⊟.
> Press **OK** to store the changed name.



Delete entries from the Phonebook

You can delete names and numbers from the Phonebook at any time. Deleting numbers you no longer use, for example, allows you to keep the number of entries manageable, and to navigate through the Phonebook faster.



Delete a name and number...

> Push the **Track point** down until 'Phonebook' appears on the display.
> Press **OK** to access the Phonebook.
> Push the **Track point** down to search through all the names in the Phonebook.
> Press **OK** to select the name. 'Call?' is displayed.
> Push the **Track point** down to select 'Delete?'.
> Press **OK** to delete the name and number.

Redial – make a call

The Redial function stores the phone numbers you last called. In addition to the number, you can also view the date and time of a call. If you have entered a name in the Phonebook, this is displayed instead of the number.

Check the Redial list and make a call…

> Push the **Track point** down until 'Redial' appears on the display.
> Press **OK** to access the Redial list.
> Push the **Track point** down to view your calls.
> Push the **Track point** to the right when a name or number is displayed to view the time of the call. Push the **Track point** to the left to return.
> Press **OK** to select the name - 'Call?' is shown.
> Push the **Track point** to the right to view the accompanying phone number.
> Press **OK** to make the call.

If a Redial number is in the Phonebook…

> Push the **Track point** down until 'Redial' appears on the display.
> Press **OK** to access the Redial list.
> Push the **Track point** down to select a number.
> Press **OK**.'Call?' is displayed.
> Push the **Track point** down until 'Store entry?' appears on the display.
> Press **OK** to store the selected number.

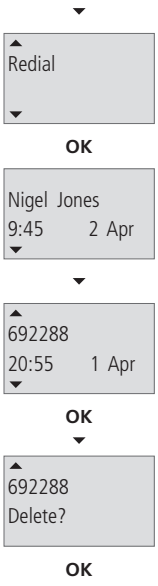
Store a Redial number in the Phonebook…

You can edit the Phonebook entry directly from the Redial list.

> Push the **Track point** down to select the number and press **OK**.'Call?' is displayed.
> Push the **Track point** down until 'Edit name?' is displayed and press **OK**. You can now edit as described on page 9.

Delete entries from the Redial list

BeoCom 2 automatically deletes the oldest Redial entries, as only the 24 most recent calls are stored in the Redial list. You can also delete a name and number from the Redial list yourself.



Deleting a Redial number...

> Push the **Track point** down until 'Redial' appears on the display.
> Press **OK** to access the Redial list.
> Push the **Track point** down to view your calls.
> Press **OK** to select one of the calls.
> Push the **Track point** down until 'Delete?' appears on the display.
> Press **OK** to delete the selected number.

Caller ID – make a call

BeoCom 2 has a built-in Caller ID function that allows you to see who has called you. In case of repeated calls from the same number, only the most recent call is shown. New, unanswered calls cause the display to flash 'Information'.

Check Caller ID and make a call…

> Push the **Track point** down until 'Caller ID' appears on the display.
> Press **OK** to access the Caller ID list.
> Push the **Track point** down to view calls.
> Push the **Track point** to the right when a name or number is shown to view the number of new calls from that caller. Push the **Track point** to the left to return.
> Press **OK** to select the name – 'Call?' is shown.
> Push the **Track point** to the right to view the accompanying phone number.
> Press **OK** to make the call.

Store a Caller ID number in the Phonebook…

> Push the **Track point** down until 'Caller ID' appears on the display.
> Press **OK** to access the Caller ID list.
> Push the **Track point** down to select the number.
> Press **OK**.'Call?' is displayed.
> Push the **Track point** down until 'Store entry?' appears on the display.
> Press **OK** to store the selected number.

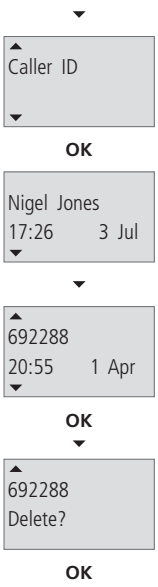
You can edit Phonebook entries from the Caller ID list in the same way as from the Redial list. Refer to page 9 for more information.

If Caller ID is not possible, the following information is sent out by the phone company:

– *'Anonymous call'… calls from withheld numbers.*
– *'International call'… international calls.*
– *'Incoming call'… Caller ID information is not supplied. The call is not stored in the Caller ID list.*

Delete entries from the Caller ID list

BeoCom 2 automatically deletes the oldest Caller ID entries, as only the 24 most recent calls are stored in Caller ID. You can also delete a name and number from the Caller ID list yourself.



Delete a Caller ID call…

> Push the **Track point** down until 'Caller ID' appears on the display.
> Press **OK** to access the Caller ID list.
> Push the **Track point** down to view calls stored in Caller ID.
> Press **OK** to select one of the calls.
> Push the **Track point** down until 'Delete?' appears on the display.
> Press **OK** to delete the selected Caller ID call.

Extension numbers – call and store

If you call a person or a company with an automated switchboard and want to be connected directly to the extension number, you can insert a pause between a phone number and an extension number.

Call an extension number…

> Enter the phone number.
> Press ⏸ to insert a pause. Each time you press ⏸ a pause is added.
> Enter the extension number.
> Press ◑ to make the call.

Store an extension number in the Phonebook…

> When the call is completed, 'Store entry?' appears. Press **OK** to store the number.
> You can now give the Phonebook entry a name, as described on page 6.

If you use phone banking or similar services, you can also store the number with pauses where you would otherwise have to wait for a new dialling tone.

If you store a number with a pause in the Phonebook, the pause is used each time you call this number.

0 – 9

Enter no.:
692288_

⏸

Enter no.:
692288–_

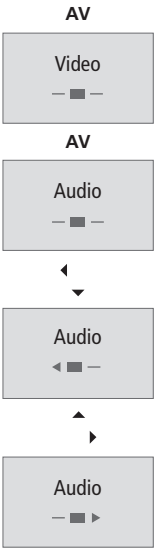
0 – 9

Enter no:
692288–4419_

◑

Audio Video Link volume control

You can adjust the volume of your Bang & Olufsen audio and video products directly from your phone handset. First select which sound source, audio or video, you wish to adjust. If you have a Bang & Olufsen BeoLink® system installed, you can also adjust the volume in a link room.



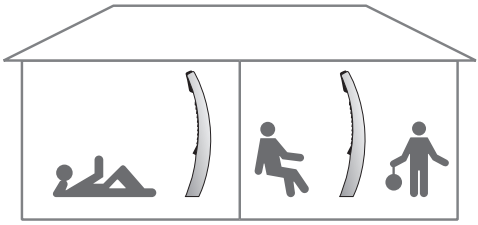
Adjust the volume of an Audio, Video or Link system…

> Press **AV** repeatedly to select the sound source to be adjusted, 'Audio', 'Video', 'Link Audio' or 'Link Video'. The sound source which you last adjusted is shown as the first option on the display.

> Push the **Track point** up or to the right to increase the volume. Push the **Track point** to the left or down to decrease the volume.

To be able to adjust sound with BeoCom 2, you must be in the same room as the sound source, regardless of whether it is in the main room or a link room.

System use with several handsets



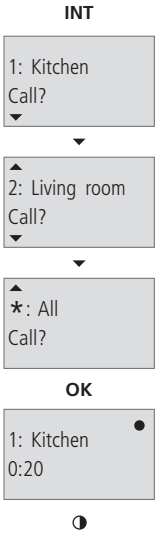
With several handsets registered to one base, you can make your own phone system. Handsets in the system are numbered 1–6 and can be named as well.

You can make an internal call to a specific handset or to all handsets.

The handsets can all receive external calls, also during internal calls, provided you have more than 2 handsets. You can also make a three-party call with one internal and one external party.

Call another handset

You can call one handset or all handsets simultaneously. If you call all handsets, the handset that responds first receives the call. If you call one handset, the display shows which handset has been called. The phone system allows up to 2 internal calls and 1 external call to take place at the same time.



Call a handset...

> Press **INT** to make an internal call.
> Use the **Track point** to search through the internal listing of handsets. The handset number is shown, along with any stored name.
> Press **OK** to call the handset.

Call all handsets...

> Press **INT** to make an internal call.
> Use the **Track point** to search through the internal listing of handsets until 'All' is shown.
> Press **OK** to call all handsets.

End a call...

> Press ◑ to end a call

Alternatively, you can call a handset by pressing INT, followed by the number of the handset or ✳ for all handsets.

If you misplace a handset, you may be able to locate it by making a call to that handset.

Forward external calls

You can forward an external call to one handset or to all handsets. You can speak with the person answering the internal handset, or you can forward the external call directly. When you forward an external call to all handsets, the call goes to the handset which answers first.

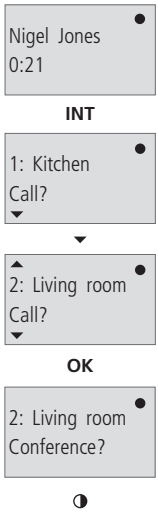
Forward an external call...

> Press **INT** to be able to make an internal call.
> Use the **Track point** to select a handset.
> Press **OK** to call the selected handset. The external call is now on hold.
> When the internal call is answered, press ◑ to hang up and forward the external call to the selected handset.

Retrieve the external call if the internal call is not answered...

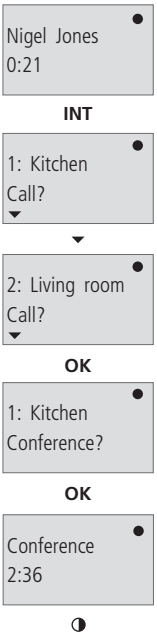
> Press **INT** or **C** to retrieve the external call.

If a call is on hold on one handset and another handset in the system is taken off the hook, a busy signal sounds. Press ◑ on the handset which is off the hook and forward the call on hold as described above.



Make a three-party call

During an external call, you can call another party on an internal handset to establish a three-party call. If one party hangs up, the call continues with you and the remaining party. If you hang up, the three-party call is ended.



Start a three-party call with one internal and one external party...

> Press **INT** to make an internal call during an external call.
> Use the **Track point** to select a handset.
> Press **OK** to call the handset. The external call is now on hold.
> When the internal call is answered, 'Conference?' appears in the display. Press **OK** to start the three-party call.
> Press ◑ to end the three-party call.

Retrieve the external call if the internal call is not answered...

> Press **INT** or **C** to change to the external call on hold.

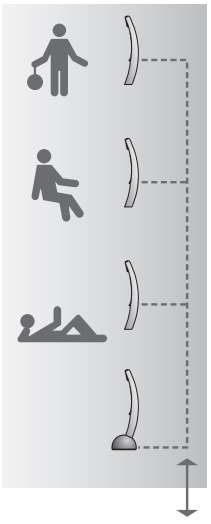
Set up handsets for ISDN services

To set up your phone to meet your needs, consider how you want to make use of the individual handsets, and subscribe to the supplementary services you find most useful.

- BeoLine ISDN supports the most common ISDN Digital Select Services. To use these services, you must first subscribe to the Multiple Subscriber Numbering (MSN) service. MSN allows you to give your handsets their own telephone numbers. Refer to page 22–23 for further information.
- You can temporarily suspend an active call if you wish to continue the call on another ISDN handset, such as BeoCom 3. Refer to page 24.
- If, for example, you have a telefax in your phone system and do not wish unanswered calls to MSN numbers to ring on the telefax line, you can exclude these calls. Refer to page 25.
- If you want to conceal your telephone number during a call, you must have a subscription to Withheld Number. Refer to page 26.
- If you have a subscription to Call Forwarding, you can forward external calls to another telephone number. Refer to page 27.

If you have a BeoCom 6000 phone system and you want to transfer your common Phonebook to a BeoLine ISDN base, please contact your Bang & Olufsen retailer for assistance.

A number for each handset – MSN



The Multiple Subscriber Numbering (MSN) service allows you to give each of your handsets its own telephone number. This can be practical if you want to know for whom a call is meant, or if you want separate itemised bills. You can give MSN numbers to up to six handsets.

An everyday situation

A handset in the kitchen…

Set up the handset to have the main number. If you choose code 0, the handset will always ring, no matter who the call is for.

A handset in the living room…

Set up the handset to have the main number with code 1. The living room will only receive the calls meant for the main number. If none of the other handsets have responded by the third ringing signal, the calls will be transferred to the living room.

A handset in your daughter's room

Set up the handset to have a new MSN number and choose code 2. That way your daughter will only receive the calls that are meant for her. However, if one of the other handsets rings, she can answer this call by pressing **INT**, followed by ✳.

The handset in the home office…

Set up the handset to have a new MSN number. Choose code 2 if you do not want to be disturbed by private calls while you are working. Choose code 1 if you want to answer calls not answered by the other handsets. If you choose code 0, the handset will ring independently of which MSN number that has been dialled.

Give each handset its own code

Code 0: The handset rings regardless of which MSN number is being called. If you have a call on a code 0 handset, the other handsets cannot receive calls, and callers will hear a busy signal. You may find this useful, as the handsets will not ring while you are on the phone.

Code 1: The handset only rings if its own MSN number is called. However, the handset will also ring if other handsets do not answer their calls by the third ringing signal.

Code 2: The handset only rings if its own MSN number is called. You can retrieve calls from other handsets by pressing **INT** followed by ✳.

Multiple Subscriber Numbering
✳✳441✳

> Press ✳✳441✳ to activate the MSN service.
> Enter the relevant MSN number with the *digit keys.*
> Press ✳ to continue.
> Press **0**, **1** or **2** to give a handset a code.
> Press ⌗ to continue.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

When you make a call from a handset with its own MSN number, this number is shown in the display as Caller ID at the other end of the line. To be able to call anonymously, refer to page 26, also if you have a Withheld Number subscription with your telephone company.

Suspend a call – Terminal Portability

If you subscribe to this service, you can suspend an active call if, for example, you wish to use another ISDN phone, such as a BeoCom 3. You can give the call a code by which it can be identified when the call is retrieved.

Terminal Portability
✳✳792✳

Activate the service...

> Press ✳✳792✳ to activate Terminal Portability.
> Enter the identification code with the *digit keys*. We recommend that you use the default identification code, 1, which allows you to retrieve a suspended call with BeoCom 3.
> Press ⌗ to continue.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

Suspend a call...

> Press R then ⌗ to suspend the call with the telephone exchange.

Retrieve a suspended call...

> Press ◑ to retrieve the call. The active handset sends the preset identification code to the exchange, and can therefore retrieve the call.

Deactivate the service...

> Press ✳✳792 to deactivate Terminal Portability.
> Press ⌗ to continue.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

Exclude an MSN number

If, for example, you have a telefax or handset in your home office and do not wish to be disturbed by unanswered calls to other handsets in your phone system, you can prevent calls to MSN numbers from ringing in the home office. Of course, handsets set to receive calls to these MSN numbers will still ring.

Activate the service…

> Press ✳✳451✳ to be able to exclude calls to an MSN number. To exclude calls to a second MSN number, enter code 452 instead of 451.
> Using the *digit keys*, enter the MSN number to be excluded.
> Press ⌗ to continue.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

You can activate the service using any handset in your phone system.

Exclude an MSN number
✳✳451✳

Withheld Number – CLIR and COLR

If you do not want to reveal your telephone number during a call, you can choose to be anonymous. CLIR gives anonymity to calls originating from your main number, while COLR gives the same anonymity to calls originating from any number you use for Call Forwarding.

Withheld Number
✳✳444✳1#

Activate the service in each handset...

> Press ✳✳444✳1# to activate the Withheld Number service.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

Deactivate the service in each handset...

> Press ✳✳444✳0# to deactivate the Withheld Number service.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

CLIR stands for 'Calling Line Identification Restriction', COLR for 'Connected Line Identification Restriction'.

If you have several handsets, you must set up each handset to be anonymous, even though you already have a Withheld Number subscription with your telephone company.

Call Forwarding

This service forwards calls coming in to a specific MSN number onward to a designated number. If you subscribe to several extra MSN numbers and wish to use this service, you must activate Call Forwarding on each handset that has its own MSN number.

Activate the service…

> Press ✳✳811✳ to activate Call Forwarding. In this example, Call Forwarding Unconditional (service code 811) is activated.
> Using the *digit keys*, enter the telephone number to which you want to forward your calls.
> Press ⌗ to continue.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

Deactivate the service…

> Press ✳✳811⌗ to deactivate Call Forwarding. In this example, Call Forwarding Unconditional (service code 811) is deactivated.
> Press ◑ and await a dial tone.
> Press ◑ again to store the setting.

The following subscription types are available:

– 'Call Forwarding Unconditional' (CFU) forwards all incoming calls to a designated number. CFU has service code 811.
– 'Call Forwarding Busy' (CFB) forwards incoming calls to a designated number if the MSN number is busy. CFB has service code 812.
– 'Call Forwarding No Reply' (CFNR) forwards incoming calls to a designated number if there is no reply on the MSN number. CFNR has service code 813.

Call Forwarding
✳✳811✳

If you activate Call Forwarding on a handset that does not have an MSN number, calls will be forwarded from all the handsets which:

– *are on the same ISDN line;*
– *have MSN numbers;*
– *have a subscription to Call Forwarding.*

Two calls at the same time

If a second party calls during a conversation, you hear a beep in your handset, and handsets set up to react on the specific number ring.

Reject an incoming call during a call...
> Press **R** then **0**.

End a call and switch to an incoming call...
> Press **R** then **1**.
> To end the one remaining call, press ◑.

Receive an incoming call and place the first call on hold...
> Press **R** then **2**.

Switch between an active call and a call on hold...
> Press **R** then **2**.

End a call and switch to a call on hold...
> Press **R** then **1**.
> To end the one remaining call, press ◑.

Settings

These menus contain several options which allow you to connect, disconnect or adjust BeoCom 2 functions.

Select your settings…

> Push the **Track point** down until 'Setup menu' appears on the display.
> Press **OK** to select the menu.
> Push the **Track point** down to select the settings menu required. For advanced settings, select 'Advanced menu'.
> Press **OK** to make a selection.
> Use the **Track point** to change settings, or to switch features on or off - push it either to the left or to the right, up or down.
> Press **OK** to store the setting.

The Setup menu

Ringer level… The volume can be set to 'Ringer off', 'Low', 'Medium' or 'Loud'. The ringer signal selected is played after a moment. If you disconnect the ringer signal, the phone will not ring, but it will still register the call in the Caller ID list. The ringer signal is disconnected until you choose another setting.

Time and date…Set the day, month, year and time.

Display news… The news indication is switched on when you purchase the phone, so that you can use 'Information' to see how many new calls you have received.

Auto offhook… Switch Auto offhook on if you want your BeoCom 2 to be ready to answer a call as soon as you lift the handset from the charger. Auto offhook is switched off when you purchase the phone. Auto offhook can only be used if the handset is placed in the charger. If the handset is not placed in the charger, you must always press ◑ to answer a call.

The Advanced menu

Handset… Give the handset a new name and register it to an open base. You can also cancel the registration of other handsets to the base.

Base… Cancel registration of a handset in the system or change the PIN code for the base.

Language… You can select the language of the display texts.

Switchboard… Set BeoCom 2 for use with a switchboard. Options are YES and NO. If you choose YES, use the number keys to enter a prefix code and push the Track point to select a pause length. You can select a pause length between 0 and 12 seconds, or select 'Wait'.

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